



TIME-BOUND

No. 3-6/2022-RSTG

Date: 15.09.2023

To

All CGMs
(Territorial and Core Network Circles)

Sub:- IPMS for the period Q3 (Oct-Dec) of financial year 2023-24.

I am directed to convey that IPMS cards of Circle heads of Territorial and Core Network Circles for Q3 (Oct.-Dec 2023) are enclosed for necessary action in accordance to Consolidated Instructions for IPMS enclosed at **Annex-1**. The IPMSs are also being issued from the ESS logins of the respective Zonal Directors and shall be visible in your respective ESS logins, shortly.

It is requested that IPMS of all BA heads in your circle and all unit heads in circle office may be entered on **priority** from your ESS login with the instruction that KPIs/targets may be further assigned to every executive in accordance to the time schedule below.

Table-1 – Time Schedule for Q3 IPMS cycle KPIs/Targets

KPIs/Targets to be assigned by	Timeline
Circle Heads	By 25 th , Sep 2023
BA Heads/Circle Office PGMs/Sr. GMs/GMs	By 30 th , Sep 2023
DGMs/AGMs or equivalent	By 05 th , Oct. 2023
SDEs or equivalent	By 10 th , Oct 2023




The window to enter Q3 KPIs/targets **will remain live in ESS up to 10.10.2023** and will not be extended any further. Further, the window for entering achievements of Q2 cycle shall open on 01.10.2023 and cut-off dates are reiterated below:-

Table 2 – Cutoff Dates for entering Achievements of Q2 IPMS cycle

Q2 Achievement Window					
	Ach data to be sent by Heads of Circles to CO for vetting	Achievements to be entered by all the Executives	Reporting to agree / disagree	Reviewing to agree / disagree	Bonus / Negative marking
1	10 Oct	20 Oct	25 Oct	31 Oct	10 Nov

This is issued with the approval of the competent authority.

Encl:- As above


(Santosh Dahiya)
DGM(Restructuring)

Copy for information and necessary action to:

1. PPS to CMD BSNL
2. PS to all Functional Directors, BSNL Board.
3. All Unit Heads, BSNL Corporate Office



Annexure-1

CONSOLIDATED INSTRUCTIONS FOR IPMS

- i) MoU targets shall be translated into realistic KPIs down to the last executive. **Targets should not be increased by more than 5% while assigning to subordinates.**
- ii) Executives who have been assigned sales or revenue targets should not be assigned any discretionary KPIs in their IPMS. They should be able to achieve the perfect score of 10.00 if they achieve the 'Excellent' performance level set in their KPIs.
- iii) Executives who have not been assigned revenue targets **shall be compulsorily** assigned KPI '**Exceptional performance as assessed by reporting officer**' with 20% weightage – **their IPMS score will cross 8.0 points only if exceptional work is done.**
- iv) Negative marking cases with respect to executives who fail to complete the IPMS activities on time may be forwarded to Corporate Office with the approval of the Circle Head. The negative marks will be applied in the subsequent quarter.
- v) PGMs/GMs/DGMs/AGMs/SDEs/JTO of HR vertical in Corporate/Circles/BAs/OAs shall be assigned the KPI "**Monitoring and implementation of IPMS cycles**" with weightage 30%.
- vi) Minimum 38% job roles may be assigned to **Sales Functions** in all territorial circles as per the benchmarks below:

S.No	Job Roles	% Unique Executives (minimum)
1	CFA sales	15%
2	CM sales	15%
3	EB sales	8%

- vii) Scores may be recalculated in **exceptional cases** whereby an individual executive could not achieve a date or day type KPI due to circumstances outside his/her control and there may be justification for not counting that KPI when calculating the final weighted score.
- viii) For IPMS cycle, for which, the executive could not enter the achievements due to genuine reasons such as transfer/long leave, etc., the IPMS assigned may be deleted with the approval of the Circle Head, by raising PIS through L2 SPOC **within two weeks** of the closing of the achievement window of the concerned cycle. For GM and above level officers and Corporate Office executives, the competent authority shall be Director HR, BSNL Board.
- ix) Executives will be required to submit an undertaking while submitting Q2 achievements and they shall be liable for action in accordance to CDA rules if any false information is entered **deliberately** in the system.

Q3 (FY 2023-24) IPMS for CGM, Harayana Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCEL
CFA Vertical							
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	57.58	54.70	57.58	60.46
	OBD (in Lacs)	In Rs Lacs with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	In Rs Lacs with scaling	0.4	118.05	94.44	118.05	123.95
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	2	40.5	34.79	40.50	42.73
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.6	15629	12503	15629	18234
	VAS - SIP Trunk/IN #	Number with scaling	0.8	287	230	287	316
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.2	98%	97%	98%	99%
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.2	98%	97%	98%	99%
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80%	70%	80%	90%
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8 Hrs	9 Hrs.	8 Hrs	7 Hrs
	Carried Over Faults in terms of % of overall connections	Ratio in % with scaling	0.4	0.40	0.50	0.40	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1.2	8 Hrs	10 Hrs.	8 Hrs	6 Hrs
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	1.6	10 Hrs	12 Hrs.	10 Hrs	8 Hrs
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90%	85%	90%	100%
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	7	9	7	5
		Total	20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM Vertical							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q1(23-24)	Ratio % with scaling	0.4	4	2	4	6
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q1(23-24)	Ratio % with scaling	0.8	4	3	4	5
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	1	99.17	97.92	99.17	99.58
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	1	98.35	97.57	98.35	99.09
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	96.58	95	96.58	97.5
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	94.67	93.79	94.67	95.56
CM OPERATIONS II	2G CELLS WITH CDR <2%	Ratio % with scaling	0.2	83.15	81.31	83.15	85.24

Q3 (FY 2023-24) IPMS for CGM, Hararyana Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCEL
CM OPERATIONS II	3G CELLS WITH CDR <2%	Ratio % with scaling	0.2	95.88	94.71	95.88	96.83
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	142	160	142	133
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	8	55.03	50.9	55.03	56.41
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	4,266	3,839	4,266	4,693
CM SALES	SIM SALES IN 3 MONTHS	Numeric with scaling	1.2	1,98,000	1,78,200	1,98,000	2,27,700
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	30%	28%	30%	32%
CM	FINALISATON OF PLG 4G SITES	Ratio % with scaling	1.4	100%	90%	100%	100%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	5	4	5	6
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	2	1	2	3
NWP-SP	4G sites with OFC laid	Numbers	0.8	2	1	2	3
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.2	5	2.5	5	7.5
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.2	80	60	80	100
		Total	20				
EB Vertical							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1.4	99.20%	98.50%	99.20%	99.50%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1.6	99.00%	98%	99.00%	99.20%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	1732	1443	1732	2021
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	29	24	29	35
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	5	26	23.7	26	27.3
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	11	10.45	11	11.55
ENTERPRISE GOLD	EB SALES RANKING	Numeric with scaling	5	80	70	80	90
LC	MCSC SCORE	Numeric with scaling	1	70	60	70	80
LC	SERVICE ASSURANCE-FAULT RATE	Ratio % with scaling	1	0.65%	0.72%	0.65%	0.52%
LC SERVICE DELIVERY	NET COMMISSIONING+UPGRADATION	Ratio % with scaling	1	85	70	85	100
MM UNIT	Number of Items made available on GeM out of total number of items procured outside GeM in the previous year 2022-2023	Ratio % with scaling	1	25	20	25	30
		Total	20				
HR Vertical							
CIVIL	MONITRING CIVIL WORK IN BUDGET	Ratio % with scaling	1	90	80	90	100
LAND MONETISATION	IDENTIFY LAND FOR MONETZ	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	LDD/VALUATION&CLSC REPORT/TA	Numeric with scaling	1	2	1	2	3

Q3 (FY 2023-24) IPMS for CGM, Harayana Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCEL
LAND MONETISATION	REM DATA UPDATION	Numeric with scaling	0.5	3	2	3	4
LAND MONETISATION I	GRS PROCEED LAND(SALE&RENT)CR.	Amount with scaling	3	1.2	0.9	1.2	1.5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	1	8	11	8	5
LAND MONETISATION I	MCPC OF MUTATION OF LAND	Numeric with scaling	1	7	5	7	9
RENTING TARGET	AREA IDENTFY FOR RENTING	Ratio % with scaling	1	32	31	32	33
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL	Ratio % with scaling	1	6.5	6.25	6.5	6.75
RENTING TARGET	RENTING TARGET (IN CR.)	Amount with scaling	3	2.08	1.78	2.08	2.19
OJAS	SAVING IN ENERGY COST(RS LAKH)	Amount with scaling	2	21.55	17.24	21.55	25.86
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	150	120	150	180
EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	0.5	90	80	90	100
EST/ADM/SR/PG/LEGAL	RTI/PG/PQ/PROB.&EFF./NEPP/ERP	Ratio % with scaling	0.5	90	80	90	100
ACCOUNTAB.&PRODUCTI V	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.5	90	80	90	100
ESTABALISHMENT	MAPPING OF COURT CAS & ARB THRU LIMBS	Ratio % with scaling	0.5	90	80	90	100
MISSION KARMAYOGI	COMPL OF 2 TRG / EMP JE above THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO 50K TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.5	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.2	90	80	90	100
		Total	20				
Finance Vertical							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	86	80	86	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	73.83	77.52	73.83	70.14
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	101	95.95	101	106.05
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-13.82%	-14.51%	-13.82%	-13.13%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Numeric with scaling	0.5	127	124	127	131
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	40.80%	38.76%	40.80%	42.84%

Q3 (FY 2023-24) IPMS for CGM, Harayana Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCEL
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2020	Numeric with scaling	0.5	4	3	4	5
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2020	Numeric with scaling	0.5	58	52	58	63
REVENUE ASSURANCE	IMPLEMENTATION OF REVENUE ASSURANCE	Ratio % with scaling	0.5	98%	95%	98%	100%
		Total	20				
		G. Total	100				